

	<div>GDIT</div> <div>Weekly Report</div>	Week Ending					Overall Total
		8/15/2020	8/8/2020	8/1/2020	7/25/2020	7/18/2020	
Index	# Indexes assigned (all metrics based on the workload assigned for the week)	1,313	1,421	1,340	1,384	1,352	7,012
	# Indexes Complete	980	1,116	1,030	1,103	1,088	5,475
	% Indexed Complete	74.8%	78.8%	77.1%	80.1%	80.8%	78.3%
	# Indexes unreachable (Max Attempts)	308	305	310	281	264	1,512
	% Indexes unreachable (Max Attempts)/(Assigned - missing phone numbers)	23.5%	21.5%	23.2%	20.4%	19.6%	21.6%
	# Indexes Attempted calls (all completions + at least 1 attempt)	1,294	1,416	1,336	1,377	1,346	6,971
	Average time from Index Received to Index Reached	0.19:43:38	2.00:37:23	2.03:02:51	1.06:46:15	1.19:38:05	1.15:27:36
	Average Index Handle Time	0.00:15:49	0.00:13:31	0.00:13:31	0.00:14:04	0.00:15:09	0.00:14:27
	% Indexes completed within 24 hours of assignment (remove missing phone numbers from denominator)	76.2%	60.2%	66.1%	58.2%	52.0%	61.6%
	% Indexes attempted calls within 24 hours of assignment (all completions + at least one attempt)	99.3%	98.4%	99.2%	96.9%	94.5%	97.6%
Contacts	# contacts generated	2,249	2,597	2,208	2,386	2,255	11,965
	# contacts generated per Index Complete	2.3	2.3	2.1	2.2	2.1	2.2
	# contacts complete	2,013	2,304	1,997	2,211	2,099	10,867
	% contacts complete	89.5%	88.7%	90.4%	92.7%	93.1%	90.8%
	# contacts unreachable (Max Attempts + missing phone numbers)	215	290	211	175	156	1,074
	% contacts unreachable (Max Attempts + missing phone numbers)	9.6%	11.2%	9.6%	7.3%	6.9%	9.0%
	# contact completed (all completions + at least 1 attempt)	2,247	2,596	2,208	2,386	2,255	11,962
	Average Time from Contact Generated to Contact Reached	0.11:30:02	1.16:27:43	2.05:05:51	1.17:18:34	1.14:31:50	1.13:36:37
	Average Contact Handle Time	0.00:17:20	0.00:10:57	0.00:12:08	0.00:15:52	0.00:16:44	0.00:14:34
	% contact completed within 24 hours of receipt of contacts (remove missing phone numbers from denominator)	87.0%	67.5%	72.0%	76.7%	71.0%	74.2%
	% contacts attempted calls within 24 hours of receipt (all completions + at least one attempt)	93.1%	80.7%	81.9%	88.3%	82.7%	85.1%
	Average Time from receipt of initial case name to full completion of all related contacts	0.20:27:58	2.03:27:57	2.17:11:20	2.07:32:10	2.14:27:34	2.04:38:34